



OFFICE OF COURT ADMINISTRATION

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Administrative Director

JOB VACANCY NOTICE

Posting Date: March 1, 2019

Closing Date: Open Until Filled

Job Listing Identification Number: 8721351

State Class. Number and Step: 0291/B24

State Job Title: Network Specialist V

FLSA Status: ☒ Exempt ☐ Non-Exempt

Agency Job Title: Network Specialist

Location: Austin, TX

Monthly Salary: \$5,000.00 - \$5,905.00

Type of Job: ☒ Full time ☐ Part-time

Remarks: Salary commensurate with experience

Travel Required: Yes Percent Required: 5 %

Job Description: Performs highly advanced (senior-level), server, workstations, mobile device and network administration work. Work involves the recommendation of equipment, testing, implementation and operation of OCA's servers, workstations, mobile and network devices. This includes all services such as Office365, File and Print, Exchange Online, DHCP, AD, and DNS. This position also acts as Tier III support for the servers, workstations and network. Includes collaboration with all levels of Information Services team members on a variety of technology topics. Proactively updates OCA Information Services management on ongoing issues. Ensures that policies and procedures are followed. Works under minimal supervision, with considerable latitude for the use of independent initiative and good judgment.

Essential Job Functions:

- Provides excellent customer service at all times, recognizing the importance of our end-users needs to get their jobs done. This includes appropriate escalation to management, proactive communication to management and end users as appropriate, and usage of the ticketing system
- Suggests innovations and improvements to OCA IS management that operate the OCA environment in a simple, efficient and clear manner
- Ensures all equipment is appropriately upgraded, patched and secured
- Recognizes the appropriate times to escalate issues to management and when to call vendor product support and following through to a complete resolution
- Collaborates with the team on implementation and operation of OCA supported servers. This includes (but is not limited to):
 - Using industry best practices for underlying services such as Virtual Hosts, Virtual Machines, Backups, DHCP, Active Director, DNS, Print Services, and File Services
 - Using VMs in a Hyper-V environment
 - Using VMs, file storage, and other services in the Microsoft Azure Cloud
- Collaborates with the team on implementation and operation of OCA supported workstations. This includes (but is not limited to):

- Using System Center Configuration Manager to construct, test and deploy packages to OCA supported desktops
- Using PowerShell and Group Policy to make changes efficiently to user accounts and machines as needed. Appropriately stores PowerShell scripts in OCA's source control
- Researching and recommending new workstations for use in the environment
- Troubleshooting Tier III PC support issues in a customer service oriented environment
- Collaborates with the team on implementation and operation of the OCA supported network. This includes (but is not limited to):
 - Assists with the maintenance of OCA's internal network including ACLs, VLAN definitions
 - Assists with the maintenance of OCA's Wide Area Network, including troubleshooting, resolving and escalating issues with vendors that provide WAN services
 - Assists with the maintenance of local Internet connections at the Courts of Appeals, including troubleshooting, resolving and escalating issues with vendors that provide local Internet services
 - Assists with troubleshooting of application connectivity issues with the Application Development Group
- Performs related work as necessary

Minimum Qualifications:

- Graduation from an accredited four-year college or university with major course work in computer information systems, computer science, or a related field; may substitute four years of full-time relevant experience for required education on a year-for-year basis
- Two years' experience administering Office365.
- Two years' experience administering Microsoft VMs, including web servers, SQL Servers – using Windows Server 2016, 2012 R2, and 2008 R2 in a Hyper-V or MS Azure environment.
- Ability to communicate effectively (both written and verbally) and prepare clearly written documentation on technical matters, in non-technical terms.
- Ability to identify problems, evaluate alternatives, propose solutions, and implement effective solutions.

Preferred Qualifications:

- Experience using PowerShell.
- Experience administering Cisco networking equipment (ASAs, Routers, Switches)
- Experience working in a judicial environment, working with judges and court staff.
- Experience in coordinating/using vendor provided support.
- Experience in keeping IT environment up with latest IT industry standards and innovation.

Employment Conditions:

- Background check required
- Operate motor vehicle
- Sit for long periods of time
- Operate office equipment and computer systems
- May require lifting up to 40 lbs

Note:

The following Military Occupation Specialty (MOS) codes are generally applicable to this position. Applicants must fully complete the summary of experience to determine if minimum qualifications are met. 25B, 255A, IT, 682X, C4111, 0631, 0605, 380X2, 17DX, 25, 3D.

To Apply:

Submit a complete application through Work In Texas at www.workintexas.com.

Applications must be complete, including start and end dates of work experiences. Resumes will not be accepted in lieu of completed applications. Following a screening of applications, interviews of qualified applicants who have submitted a **completed state application** will be scheduled.

An applicant's response to the question regarding Former Foster Youth on the state application is optional if you are applying for employment with the Office of Court Administration.

The Office of Court Administration is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age or disability in employment or in the provision of services. In compliance with the Americans with Disabilities Act, any request for reasonable accommodations needed during the application process should be communicated to Human Resources. 1-800-RELAY TX (for hearing impaired).

The Office of Court Administration participates in E-Verify and will provide the Social Security Administration, and, if necessary, the Department of Homeland Security, with information from each new employee's Form I-9 to confirm work authorization.

Section 651.005 of the Government Code requires males, ages 18 through 25, to provide proof of their Selective Service registration or of their exemption from the requirement as a condition of state employment.

Only applicants interviewed will be notified of their selection or non-selection. Resumes will not be accepted in place of a completed application.